



# Customer Self Service User Guide

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Version: 1

Date: May 2015

For any technical queries please contact asra Housing Group Service desk on  
(0116) 257 6776



## Contents Page:

Key Functions: Pages 3

Getting you started: Pages 4-6

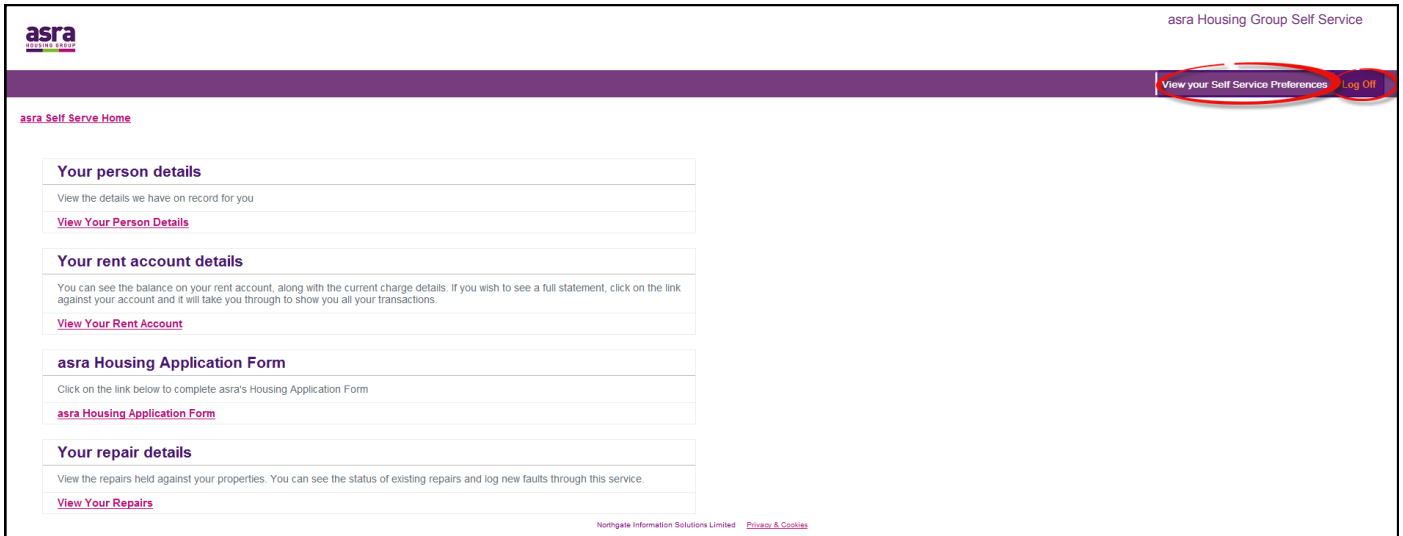
Your Person Details: Pages 7

Your Rent Account Details: Pages 8

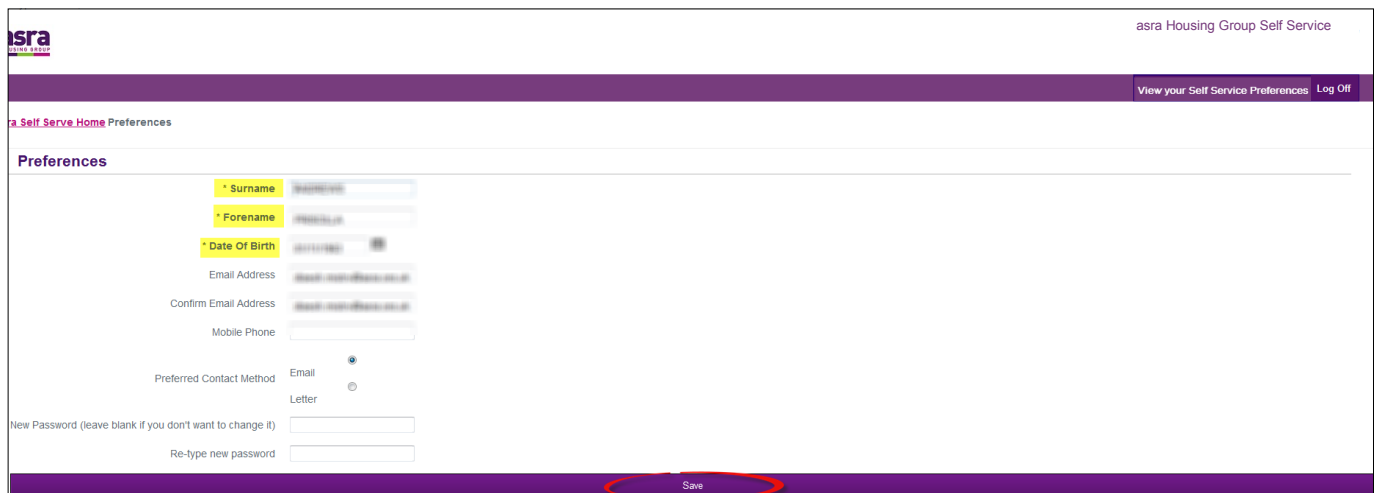
Asra Housing Application Form: Page 9

Your Repair Details: Page 10-11

## Key functions

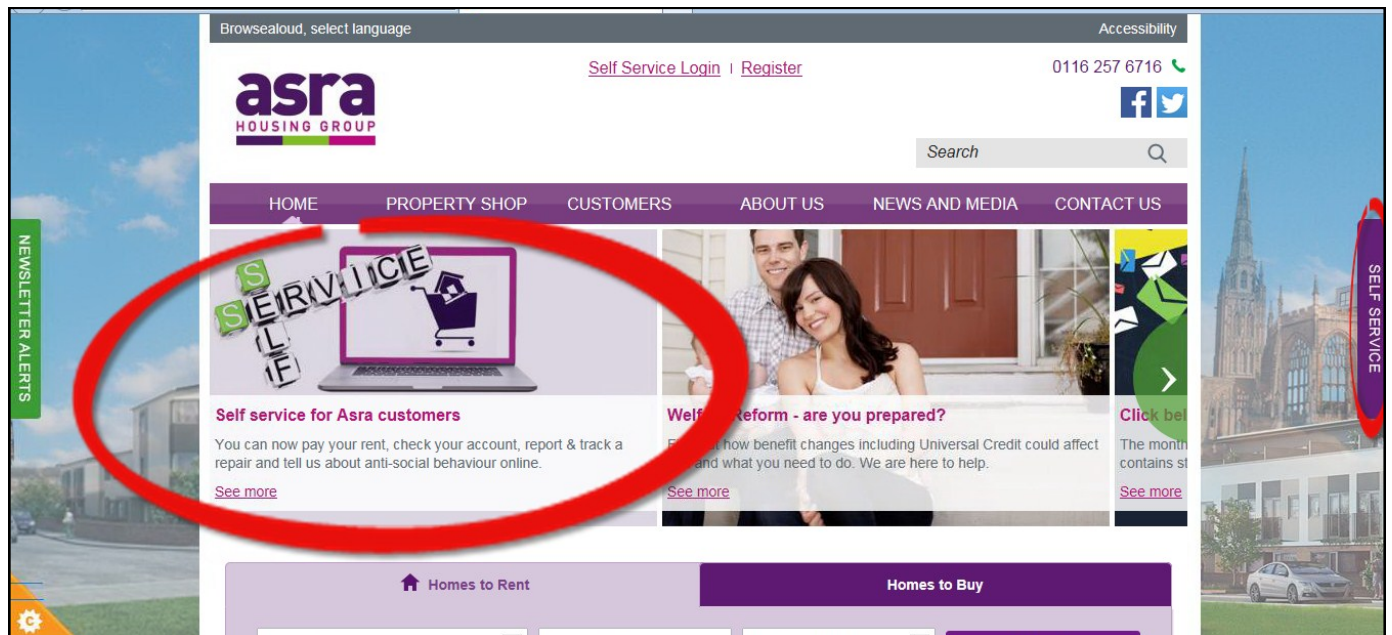


1. You can view your self service account details by clicking on Self Service Preferences button.
2. To Log off the system click on Log off.

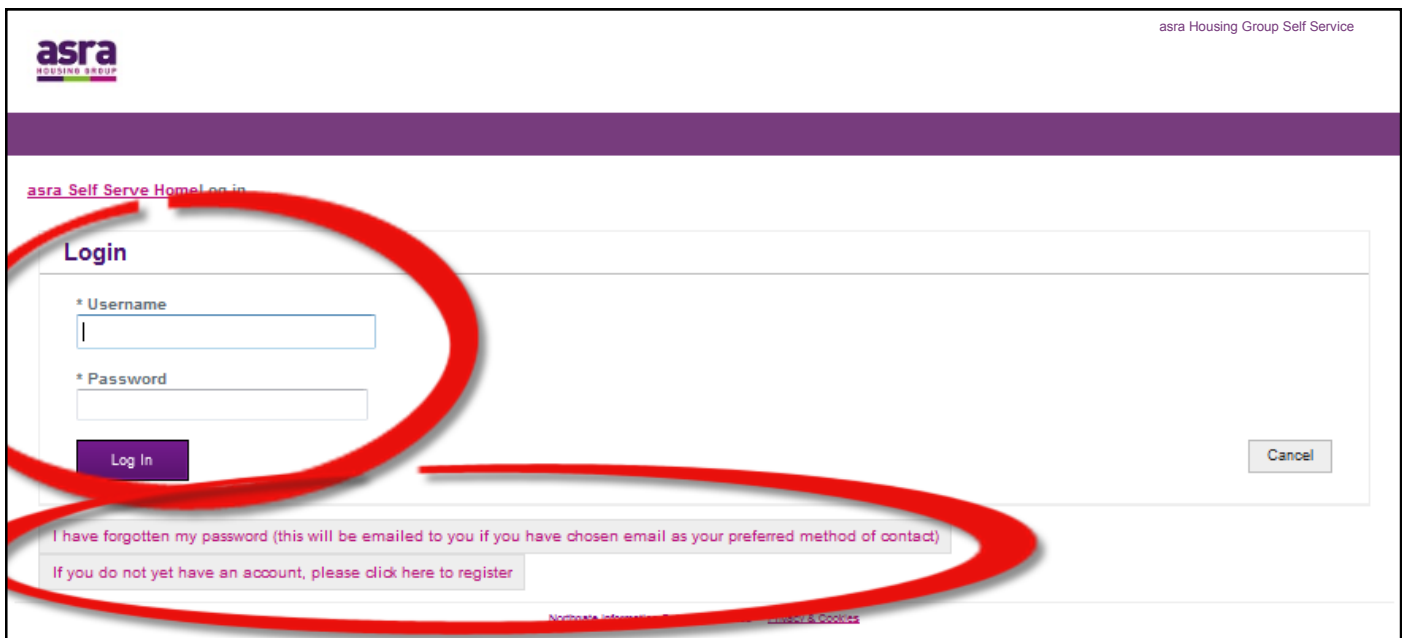


3. Once you have clicked on the self service preferences button you will be able to change or check any of your details and you will also have the ability to change your password, to save your changes click on the Save button.

## Getting you started



1. On the asra website there will be 2 links to the asra Self Service page.



2. If you have already registered you can enter your Username and Password

2a. If you haven't registered you will need to click on (If you do not have an account, please click here to register).

2b. If you already have an account and you have forgotten your details click on (I have forgotten my password (this will be emailed to you if you have chosen email as your preferred method of contact.))



1. You will need to fill out all the mandatory fields out which are highlighted in this guide and marked with an asterisk \* on the screen. Please be aware if you select Preferred contact Method as letter your log in details will be posted out to you within **7 working days**. If your select email you will have your details emailed to your preferred email address.

2. You will have 2 emails sent to you. (One will have your username details and the other will have your password details as shown below.

asra Self Serve

Thank you for registering for asra's self serve.

Your username for asra Self Serve has been set to [REDACTED].

Your password will be emailed shortly.

You can change your username when you first log in.

Thank you.

asra Self Serve

Thank you for registering for asra Self Serve.

Your password for Northgate Self Service has been reset to [REDACTED].

You will be required to reset your password when you first log in.

Thank you.

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View your Self Service Preferences Log Off

[asra Self Serve Home](#)

## Your person details

**Title**

**Name**

**Address**

[View your contact details](#) [View your person name details](#) [View your additional details](#) [View your address details](#)

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- ⇒ View your account details
- ⇒ View your person name details
- ⇒ View your additional details
- ⇒ View your address details

## Your person details

asra Housing Group Self Service

[View your Self Service Preferences](#) [Log Off](#)

[asra Self Serve Home](#)

### Your Contact Details

Contact Method	Start Date	Contact Value	
Home / Mobile	12/01/2020	07700000000	<a href="#">Create Contact</a> <a href="#">Edit Contact</a>
Home / Mobile / Business	12/01/2020	07700000000	<a href="#">Create Contact</a> <a href="#">Edit Contact</a>
Business	12/01/2020	07700000000	<a href="#">Create Contact</a> <a href="#">Edit Contact</a>

[Create Contact Detail](#) [Back to Person Details](#)

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1. You can view your Contact details and create or change contact details on this screen, to Create a Contact Detail click on the (Create Contact Detail) button.

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[View your Self Service Preferences](#) [Log Off](#)

[asra Self Serve Home](#)

### Create contact detail

\* Contact Method Please Select \* Start Date  \* Contact Value

[Submit](#) [Cancel](#)

Select your contact method, enter a start date, enter the value and click submit

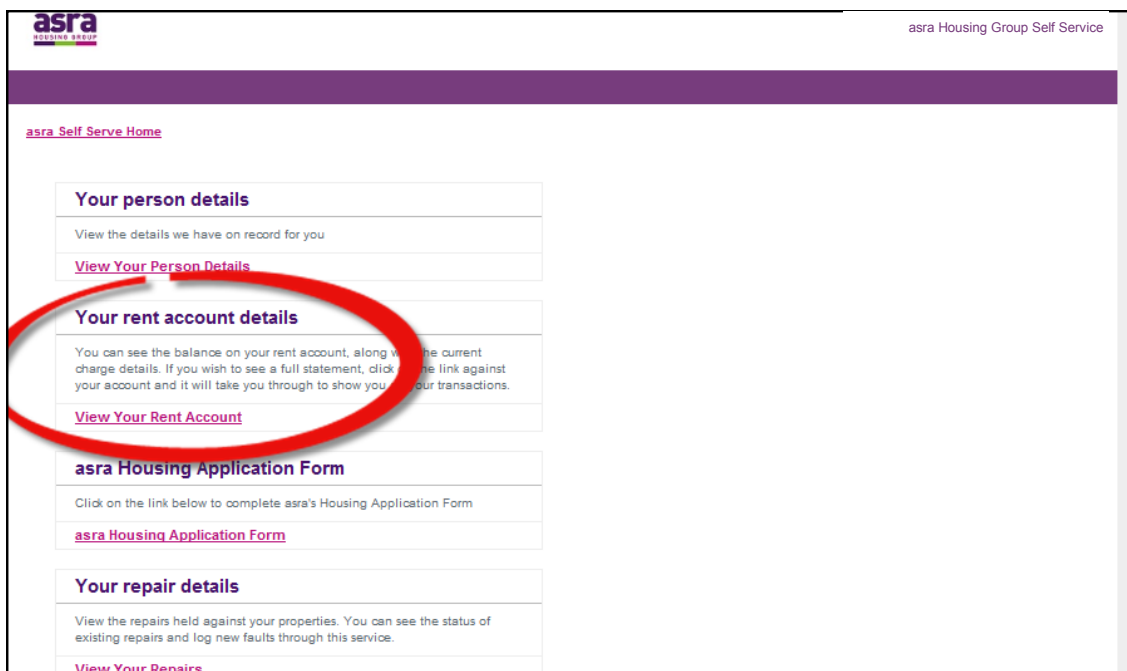
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2. Select a preferred contact Method from the drop down list, you will then need to select a start date from when you would like the contact method to start.

Enter a Contact Value which can either a be phone number or email address.

Click on the (Submit Button) to save the changes.

## Your rent account details



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[asra Self Serve Home](#)

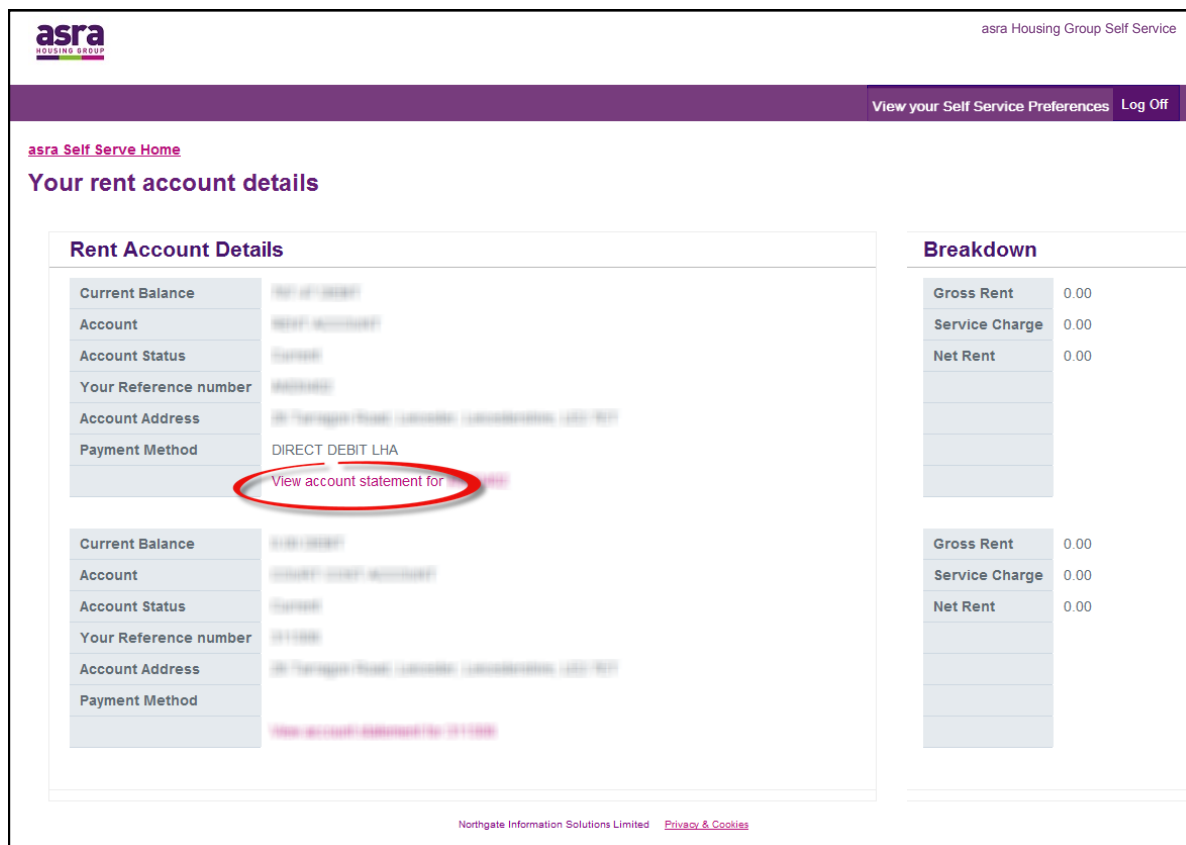
**Your person details**  
View the details we have on record for you  
[View Your Person Details](#)

**Your rent account details**  
You can see the balance on your rent account, along with the current charge details. If you wish to see a full statement, click on the link against your account and it will take you through to show you all your transactions.  
[View Your Rent Account](#)

**asra Housing Application Form**  
Click on the link below to complete asra's Housing Application Form  
[asra Housing Application Form](#)

**Your repair details**  
View the repairs held against your properties. You can see the status of existing repairs and log new faults through this service.  
[View Your Repairs](#)

1. Click on View your rent account details to see your rent account details.



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[View your Self Service Preferences](#) [Log Off](#)

[asra Self Serve Home](#)

**Your rent account details**

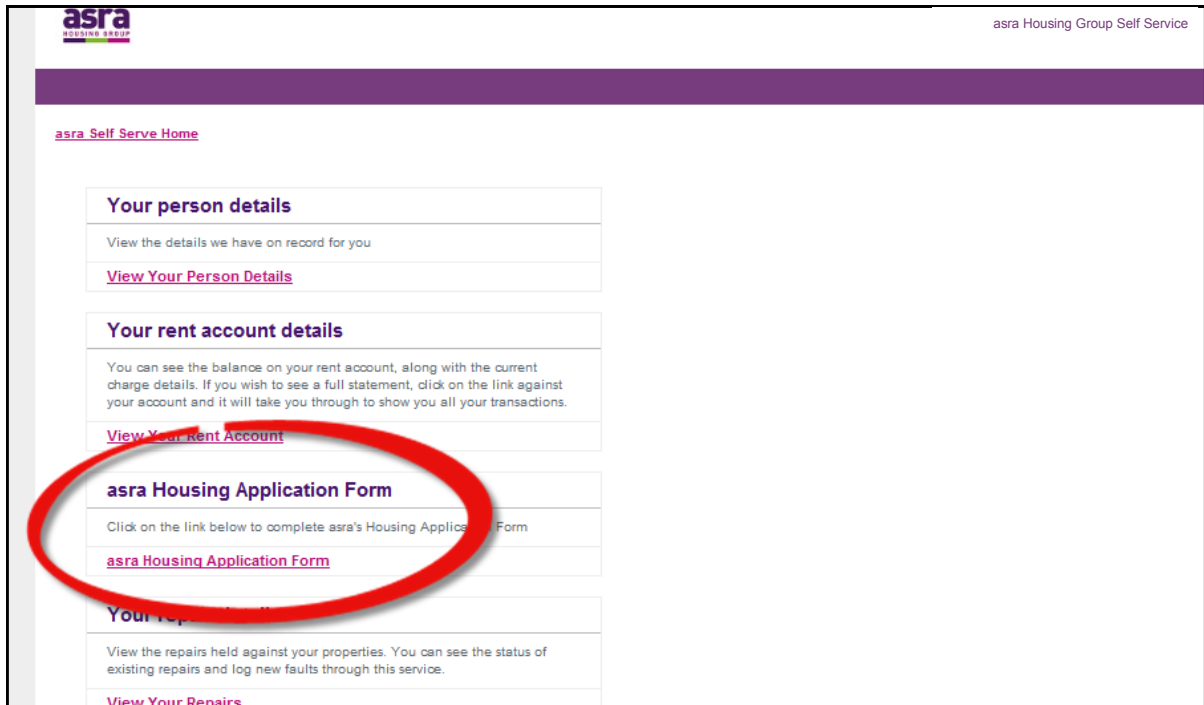
Rent Account Details		Breakdown	
Current Balance	£0.00	Gross Rent	0.00
Account	RENT ACCOUNT	Service Charge	0.00
Account Status	Current	Net Rent	0.00
Your Reference number	12345678		
Account Address	25 Throgmorton Road, Leicester, Leicestershire, LE1 1EP		
Payment Method	DIRECT DEBIT LHA		
	<a href="#">View account statement for</a>		
Current Balance	£0.00	Gross Rent	0.00
Account	RENT ACCOUNT	Service Charge	0.00
Account Status	Current	Net Rent	0.00
Your Reference number	12345678		
Account Address	25 Throgmorton Road, Leicester, Leicestershire, LE1 1EP		
Payment Method	DIRECT DEBIT LHA		

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2. Click on View account statement to see your rent statements you will also have the facility to be able to print them off.



## asra Housing Application Form



asra Housing Group Self Service

[asra Self Serve Home](#)

**Your person details**

View the details we have on record for you

[View Your Person Details](#)

**Your rent account details**

You can see the balance on your rent account, along with the current charge details. If you wish to see a full statement, click on the link against your account and it will take you through to show you all your transactions.

[View Your Rent Account](#)

**asra Housing Application Form**

Click on the link below to complete asra's Housing Application Form

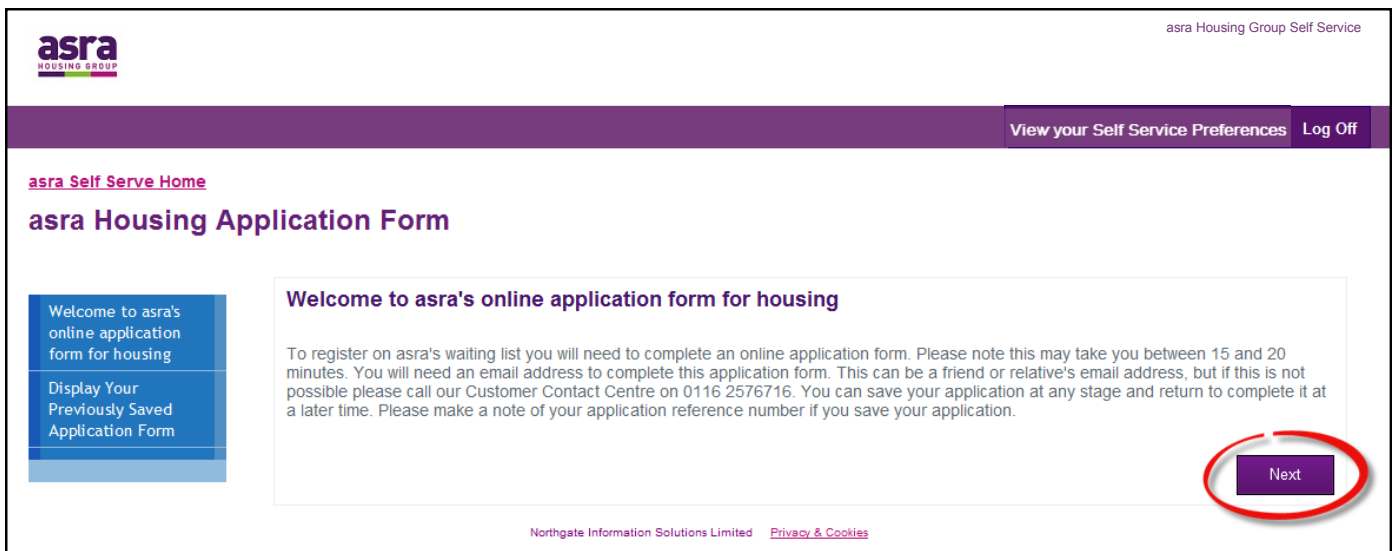
[asra Housing Application Form](#)

**Your repairs**

View the repairs held against your properties. You can see the status of existing repairs and log new faults through this service.

[View Your Repairs](#)

1. To apply for a asra property click on asra Housing Application Form link.



asra Housing Group Self Service

[asra Self Serve Home](#)

**asra Housing Application Form**

[View your Self Service Preferences](#) [Log Off](#)

**Welcome to asra's online application form for housing**

Display Your Previously Saved Application Form

**Welcome to asra's online application form for housing**

To register on asra's waiting list you will need to complete an online application form. Please note this may take you between 15 and 20 minutes. You will need an email address to complete this application form. This can be a friend or relative's email address, but if this is not possible please call our Customer Contact Centre on 0116 2576716. You can save your application at any stage and return to complete it at a later time. Please make a note of your application reference number if you save your application.

[Next](#)

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2. Follow the online instructions and fill out the application form.

## Your repair details

The screenshot shows the 'asra Self Serve Home' page. It features a purple header bar with the 'asra HOUSING GROUP' logo on the left and 'asra Housing Group Self Service' on the right. Below the header, there is a link to 'asra Self Serve Home'. The main content area contains four sections: 'Your person details', 'Your rent account details', 'asra Housing Application Form', and 'Your repair details'. The 'Your repair details' section is highlighted with a red circle. It includes a description: 'View the repairs held against your properties. You can see the status of existing repairs and log new faults through this service.' and a link to 'View Your Repairs'.

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[asra Self Serve Home](#)

**Your person details**

View the details we have on record for you

[View Your Person Details](#)

**Your rent account details**

You can see the balance on your rent account, along with the current charge details. If you wish to see a full statement, click on the link against your account and it will take you through to show you all your transactions.

[View Your Rent Account](#)

**asra Housing Application Form**

Click on the link below to complete asra's Housing Application Form

[asra Housing Application Form](#)

**Your repair details**

View the repairs held against your properties. You can see the status of existing repairs and log new faults through this service

[View Your Repairs](#)

1. Your repair details will show your current and previous repairs that you have reported. To view them click on View Your Repairs.

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[View your Self Service Preferences](#)
[Log Off](#)

[asra Self Serve Home](#)

## Your repair details

### Repairs Enquiry

Name	John / Thomas / Williams		
Contact No			
Address 1	101 Therraggen Road, Llanelli, Carmarthenshire, SA31 1BT		

[View Repair Details for this address](#)
[Report a fault for this address](#)

[View related repairs](#)

The following repairs have been reported for: 101 Therraggen Road, Llanelli, Carmarthenshire, SA31 1BT

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2. There are 3 available options to choose from:

View Repair Details for this address—That will show you all the repairs carried out to your property

Report a fault for this address—This will take you back onto the asra website, where you can fill out a form to raise a repair

View related repairs—Viewing related repairs will show you the repairs linked to your property for example if you live in a block of flat it will show you all the communal repairs which have been reported.

asra Housing Group Self Service

[View your Self Service Preferences](#)
[Log Off](#)

[asra Self Serve Home](#)

## Repairs Enquiry

### Repairs Enquiry

Name	John / Thomas / Williams		
Contact No			
Address 1	101 Therraggen Road, Llanelli, Carmarthenshire, SA31 1BT		

[View Repair Details for this address](#)

The following related repair details have been reported:

### Repairs

Address	Admin Unit Name	Description	When Reported	Location	Reference
Block 10/101 Llanelli	Block 10/101	Left wall separating flat 101	16/11/2016 10:10:00	Property	1010101

**Related Repairs**

This work was reported to the contractor and is now to be completed by 10/11/2016 10:10:00. Please contact Contact on 0116 2375710 for further details.

**Workorder Details**

**Workorder Ref:** 1010101-10101

**Target Date:** 10/11/2016

**Workorder Status:** 1010101-1

11 Types: 1010101-10101 Property